

# ATTACHMENT 2

	A	B	C	D	E	F	G	H	I	J	L	M	O
1	BST SEPTEMBER FLOW THROUGH & FOC RAW DATA PLUS ROBOTAG TIMESTAMPS												
2	PON	VER	Activity Type	TRANSACTION	Birch Requested Due Date on LSR	BST Order Number	Birch Submit Time	FOC Date Of Receipt	BST Supplied Due Date on FOC	Completion Date of the LSR from BST OCI Raw Data	MECHZTN from BST FOC Raw Data	FOC DURATION REPORTED BY BST	FOC DURATION CALCULATED BY BIRCH
3	2001090415111700	0	C	FOC	9/5/01	COBYGJG4	9/4/01 3:12 PM	9/4/01 3:15 PM	9/5/01		Mechanized	0.04	0.05
4	2001090415111700	0	C	FOC		COBYGJG4	9/4/01 3:12 PM	9/4/01 7:09 PM	9/4/01	9/4/01	Not Reported		3.94
5	2001090416202600	0	C	FOC	9/5/01	CO0X9W46	9/4/01 4:22 PM	9/4/01 4:22 PM	9/5/01		Mechanized	0.01	0.02
6	2001090416202600	0	C	FOC		CO0X9W46	9/4/01 4:22 PM	9/4/01 7:09 PM	9/4/01	9/4/01	Not Reported		2.79
7	2001090416252700	1	C	FOC	9/5/01	CO8BHCL2	9/4/01 4:36 PM	9/4/01 4:37 PM	9/5/01		Mechanized	0.02	0.02
8	2001090416252700	1	C	FOC		CO8BHCL2	9/4/01 4:36 PM	9/4/01 7:09 PM	9/4/01	9/4/01	Not Reported		2.55
9	2001090514345400	0	C	FOC	9/6/01	CP2VWHY1	9/5/01 2:44 PM	9/5/01 2:45 PM	9/6/01		Mechanized	0.01	0.02
10	2001090514345400	0	C	FOC		CP2VWHY1	9/5/01 2:44 PM	9/5/01 6:36 PM	9/5/01	9/5/01	Not Reported		3.87
11	2001090514541000	0	C	FOC	9/6/01	CP71P1L1	9/5/01 3:15 PM	9/5/01 3:42 PM	9/6/01		Mechanized	0.45	0.46
12	2001090514541000	0	C	FOC		CP71P1L1	9/5/01 3:15 PM	9/5/01 6:36 PM	9/5/01	9/5/01	Not Reported		3.36
13	2001090712594800	1	C	FOC	9/14/01	CO7Y1J04	9/14/01 2:11 PM	9/14/01 2:12 PM	9/15/01		Mechanized	0.01	0.01
14	2001090712594800	1	C	FOC		CO7Y1J04	9/14/01 2:11 PM	9/14/01 4:54 PM	9/14/01	9/14/01	Not Reported		2.72
15	2001091115094800	0	C	FOC	9/12/01	CO8CM0F9	9/11/01 3:11 PM	9/11/01 3:12 PM	9/12/01		Mechanized	0.01	0.03
16	2001091115094800	0	C	FOC		CO8CM0F9	9/11/01 3:11 PM	9/11/01 7:01 PM	9/11/01	9/11/01	Not Reported		3.85
17	2001091115114900	0	C	FOC	9/12/01	COBYT9Q9	9/11/01 3:13 PM	9/11/01 3:22 PM	9/12/01		Mechanized	0.16	0.16
18	2001091115114900	0	C	FOC		COBYT9Q9	9/11/01 3:13 PM	9/11/01 7:01 PM	9/11/01	9/11/01	Not Reported		3.81
19	2001091115152300	0	C	FOC	9/12/01	CO4J1R48	9/11/01 3:16 PM	9/11/01 3:22 PM	9/12/01		Mechanized	0.1	0.10
20	2001091115152300	0	C	FOC		CO4J1R48	9/11/01 3:16 PM	9/11/01 7:01 PM	9/11/01	9/11/01	Not Reported		3.75
21	2001091115171100	0	C	FOC	9/12/01	CO4R41C3	9/11/01 3:18 PM	9/11/01 3:22 PM	9/12/01		Mechanized	0.07	0.07
22	2001091115171100	0	C	FOC		CO4R41C3	9/11/01 3:18 PM	9/11/01 7:01 PM	9/11/01	9/11/01	Not Reported		3.73
23	2001091115190200	0	C	FOC	9/12/01	CO43M817	9/11/01 3:20 PM	9/11/01 3:22 PM	9/12/01		Mechanized	0.04	0.04
24	2001091115190200	0	C	FOC		CO43M817	9/11/01 3:20 PM	9/11/01 7:03 PM	9/11/01	9/11/01	Not Reported		3.71
25	2001091115204800	0	C	FOC	9/12/01	CO87MGB6	9/11/01 3:22 PM	9/11/01 3:23 PM	9/12/01		Mechanized	0.01	0.02
26	2001091115204800	0	C	FOC		CO87MGB6	9/11/01 3:22 PM	9/11/01 7:03 PM	9/11/01	9/11/01	Not Reported		3.67
27	2001091115224800	0	C	FOC	9/12/01	CO501XH8	9/11/01 3:24 PM	9/11/01 3:24 PM	9/12/01		Mechanized	0.01	0.01
28	2001091115224800	0	C	FOC		CO501XH8	9/11/01 3:24 PM	9/11/01 7:03 PM	9/11/01	9/11/01	Not Reported		3.65
29	2001091115252400	0	C	FOC	9/12/01	COFVN475	9/11/01 3:26 PM	9/11/01 3:28 PM	9/12/01		Mechanized	0.02	0.04
30	2001091115252400	0	C	FOC		COFVN475	9/11/01 3:26 PM	9/11/01 7:03 PM	9/11/01	9/11/01	Not Reported		3.61
31	2001091115274600	0	C	FOC	9/12/01	CO0G5RY2	9/11/01 3:29 PM	9/11/01 3:31 PM	9/12/01		Mechanized	0.04	0.04
32	2001091115274600	0	C	FOC		CO0G5RY2	9/11/01 3:29 PM	9/11/01 7:03 PM	9/11/01	9/11/01	Not Reported		3.57
33	2001091115434900	0	C	FOC	9/12/01	CO8TJ031	9/11/01 3:45 PM	9/11/01 4:00 PM	9/12/01		Mechanized	0.25	0.26
34	2001091115434900	0	C	FOC		CO8TJ031	9/11/01 3:45 PM	9/11/01 7:03 PM	9/11/01	9/11/01	Not Reported		3.30
35	2001091214271400	0	C	FOC	9/13/01	CP24K7Y1	9/12/01 2:31 PM	9/12/01 4:56 PM	9/13/01		Mechanized	1.16	2.41
36	2001091214271400	0	C	FOC		CP24K7Y1	9/12/01 2:31 PM	9/12/01 7:08 PM	9/12/01	9/12/01	Not Reported		4.61
37	2001091215425100	0	C	FOC	9/13/01	CO757FV3	9/12/01 3:44 PM	9/12/01 6:31 PM	9/13/01	9/12/01	Mechanized	1.87	2.77
38	2001091215425100	0	C	FOC		CO757FV3	9/12/01 3:44 PM	9/13/01 8:14 AM	9/12/01	9/12/01	Not Reported		16.49
39	2001091415203000	0	C	FOC	9/17/01	CP9080D0	9/14/01 3:21 PM	9/14/01 3:25 PM	9/17/01		Mechanized	0.04	0.05
40	2001091415203000	0	C	FOC		CP9080D0	9/14/01 3:21 PM	9/14/01 7:16 PM	9/14/01	9/14/01	Not Reported		3.92
41	2001091415220200	0	C	FOC	9/17/01	CP8Q6RX7	9/14/01 3:23 PM	9/14/01 3:25 PM	9/17/01		Mechanized	0.02	0.03
42	2001091415220200	0	C	FOC		CP8Q6RX7	9/14/01 3:23 PM	9/14/01 7:16 PM	9/14/01	9/14/01	Not Reported		3.89
43	2001091415264100	0	C	FOC	9/17/01	CP3YX104	9/14/01 3:28 PM	9/14/01 3:30 PM	9/17/01		Mechanized	0.03	0.03
44	2001091415264100	0	C	FOC		CP3YX104	9/14/01 3:28 PM	9/14/01 7:17 PM	9/14/01	9/14/01	Not Reported		3.81
45	2001091814234600	0	C	FOC	9/19/01	CO355N69	9/18/01 2:33 PM	9/18/01 2:35 PM	9/19/01		Mechanized	0.01	0.03
46	2001091814234600	0	C	FOC		CO355N69	9/18/01 2:33 PM	9/18/01 4:59 PM	9/18/01	9/18/01	Not Reported		2.44
47	2001092015161600	0	C	FOC	9/21/01	CP4248J3	9/20/01 3:18 PM	9/20/01 3:20 PM	9/21/01		Mechanized	0.02	0.02
48	2001092015161600	0	C	FOC		CP4248J3	9/20/01 3:18 PM	9/20/01 6:43 PM	9/20/01	9/20/01	Not Reported		3.42
49	2001092414112900	0	C	FOC	9/25/01	CODPRXP6	9/24/01 2:12 PM	9/24/01 2:16 PM	9/25/01		Mechanized	0.05	0.07
50	2001092414112900	0	C	FOC		CODPRXP6	9/24/01 2:12 PM	9/24/01 7:44 PM	9/24/01	9/24/01	Not Reported		5.54

	A	B	C	D	E	F	G	H	I	J	L	M	O
2	PON	VER	Activity Type	TRANSACTION	Birch Requested Due Date on LSR	BST Order Number	Birch Submit Time	FOC Date Of Receipt	BST Supplied Due Date on FOC	Completion Date of the LSR from BST OCI Raw Data	MECHZTN from BST FOC Raw Data	FOC DURATION REPORTED BY BST	FOC DURATION CALCULATED BY BIRCH
51	2001092414131800	0	C	FOC	9/25/01	COG9WCQ2	9/24/01 2:15 PM	9/24/01 2:16 PM	9/25/01		Mechanized	0.02	0.02
52	2001092414131800	0	C	FOC		COG9WCQ2	9/24/01 2:15 PM	9/24/01 7:44 PM	9/24/01	9/24/01	Not Reported		5.49
53	2001092414153800	0	C	FOC	9/25/01	CO75F4W7	9/24/01 2:17 PM	9/24/01 2:18 PM	9/25/01		Mechanized	0.02	0.03
54	2001092414153800	0	C	FOC		CO75F4W7	9/24/01 2:17 PM	9/24/01 7:44 PM	9/24/01	9/24/01	Not Reported		5.46
55	2001092514033300	0	C	FOC	9/26/01	CO6NTYM1	9/25/01 2:05 PM	9/25/01 2:09 PM	9/26/01		Mechanized	0.04	0.05
56	2001092514033300	0	C	FOC		CO6NTYM1	9/25/01 2:05 PM	9/25/01 5:04 PM	9/25/01	9/25/01	Not Reported		2.98
57	2001092615002200	1	V	FOC	9/28/01	NO16THQ2	9/27/01 2:17 PM	9/27/01 2:28 PM	9/28/01		Mechanized	0.18	0.19
58	2001092615002200	1	V	FOC		NO16THQ2	9/27/01 2:17 PM	9/27/01 6:08 PM	9/27/01	9/27/01	Not Reported		3.86
59	2001092615345700	0	C	FOC	9/27/01	CP61Y4B4	9/26/01 3:43 PM	9/26/01 3:44 PM	9/27/01		Mechanized	0.02	0.03
60	2001092615345700	0	C	FOC		CP61Y4B4	9/26/01 3:43 PM	9/26/01 6:31 PM	9/26/01	9/26/01	Not Reported		2.80
61	2001092715033300	0	C	FOC	9/28/01	CO334JM5	9/27/01 3:11 PM	9/27/01 3:12 PM	9/28/01		Mechanized	0.01	0.02
62	2001092715033300	0	C	FOC		CO334JM5	9/27/01 3:11 PM	9/27/01 6:21 PM	9/27/01	9/27/01	Not Reported		3.17
63	2001092814411100	0	C	FOC	9/29/01	CO72XKJ5	9/28/01 2:44 PM	9/28/01 2:45 PM	9/29/01		Mechanized	0.01	0.02
64	2001092814411100	0	C	FOC		CO72XKJ5	9/28/01 2:44 PM	10/1/01 6:44 PM	9/28/01	9/28/01	Not Reported		76.01
65	2001092815195400	1	C	FOC	9/29/01	CO1J2320	9/28/01 4:04 PM	9/28/01 4:05 PM	9/29/01		Mechanized	0.01	0.02
66	2001092815195400	1	C	FOC		CO1J2320	9/28/01 4:04 PM	10/1/01 6:14 PM	9/28/01	9/28/01	Not Reported		74.17
67	2001092815384700	0	C	FOC	9/29/01	CO8TPHW0	9/28/01 3:41 PM	9/28/01 3:42 PM	9/29/01		Mechanized	0.01	0.01
68	2001092815384700	0	C	FOC		CO8TPHW0	9/28/01 3:41 PM	10/1/01 5:44 PM	9/28/01	9/28/01	Not Reported		74.04
69	GA226108ROC	0	C	FOC	9/26/01	CO6K52B2	9/25/01 4:34 PM	9/25/01 4:38 PM	9/26/01		Mechanized	0.05	0.05
70	GA226108ROC	0	C	FOC		CO6K52B2	9/25/01 4:34 PM	9/25/01 7:24 PM	9/25/01	9/25/01	Not Reported		2.83
71	GA249295ROC	0	C	FOC	9/27/01	CO2C63V7	9/26/01 4:19 PM	9/26/01 4:21 PM	9/27/01		Mechanized	0.03	0.03
72	GA249295ROC	0	C	FOC		CO2C63V7	9/26/01 4:19 PM	9/26/01 6:30 PM	9/26/01	9/28/01	Not Reported		2.18
73	GA250418ROC	1	C	FOC	9/5/01	CO5W1167	9/4/01 3:01 PM	9/4/01 3:02 PM	9/5/01		Mechanized	0.02	0.02
74	GA250418ROC	1	C	FOC		CO5W1167	9/4/01 3:01 PM	9/4/01 5:39 PM	9/4/01	9/4/01	Not Reported		2.63
75	GA256237Z	0	C	FOC	9/25/01	CP51P5R0	9/24/01 3:21 PM	9/24/01 3:23 PM	9/25/01		Mechanized	0.02	0.02
76	GA256237Z	0	C	FOC		CP51P5R0	9/24/01 3:21 PM	9/24/01 6:16 PM	9/24/01	9/24/01	Not Reported		2.91
77	GA294533ROC	0	C	FOC	9/7/01	CO7KFQR0	9/6/01 2:06 PM	9/6/01 2:08 PM	9/7/01		Mechanized	0.01	0.02
78	GA294533ROC	0	C	FOC		CO7KFQR0	9/6/01 2:06 PM	9/6/01 4:31 PM	9/6/01	9/6/01	Not Reported		2.40
79	GA353614ROC2	0	C	FOC	9/28/01	CODGVM33	9/27/01 2:10 PM	9/27/01 5:39 PM	9/27/01		Mechanized	0.01	3.47
80	GA353614ROC2	0	C	FOC		CODGVM33	9/27/01 2:10 PM	9/27/01 2:11 PM	9/28/01	9/27/01	Not Reported		0.01
81	GA469523B	0	V	FOC	9/7/01	NP8K9LG5	9/6/01 4:20 PM	9/6/01 4:29 PM	9/7/01		Mechanized	0.13	0.14
82	GA469523B	0	V	FOC		NP8K9LG5	9/6/01 4:20 PM	9/6/01 8:07 PM	9/6/01	9/6/01	Not Reported		3.77
83	GA469523C	0	V	FOC	9/7/01	NP4T1CR4	9/6/01 4:23 PM	9/6/01 5:14 PM	9/7/01		Mechanized	0.08	0.84
84	GA469523C	0	V	FOC		NP4T1CR4	9/6/01 4:23 PM	9/6/01 8:09 PM	9/6/01	9/6/01	Not Reported		3.76
85	GA469583D	0	V	FOC	9/7/01	NOBL7V44	9/6/01 3:42 PM	9/6/01 3:59 PM	9/7/01		Mechanized	0.28	0.29
86	GA469583D	0	V	FOC		NOBL7V44	9/6/01 3:42 PM	9/6/01 8:12 PM	9/6/01	9/6/01	Not Reported		4.50
87	GA469583F1	2	V	FOC	9/18/01	NOCF4XM8	9/17/01 3:29 PM	9/17/01 3:59 PM	9/18/01		Mechanized	0.5	0.50
88	GA469583F1	2	V	FOC		NOCF4XM8	9/17/01 3:29 PM	9/17/01 8:56 PM	9/17/01	9/17/01	Not Reported		5.46
89	GA472135Z	0	C	FOC	9/20/01	CPFQJRN1	9/19/01 2:40 PM	9/19/01 2:43 PM	9/20/01		Mechanized	0.04	0.05
90	GA472135Z	0	C	FOC		CPFQJRN1	9/19/01 2:40 PM	9/19/01 5:13 PM	9/19/01	9/19/01	Not Reported		2.54
91	GA494054ROC	0	C	FOC	9/6/01	COW2F429	9/5/01 3:11 PM	9/5/01 4:32 PM	9/6/01		Partially_Mechanized	1.34	1.35
92	GA494054ROC	0	C	FOC		COW2F429	9/5/01 3:11 PM	9/5/01 6:36 PM	9/5/01	9/5/01	Not Reported		3.42
93	GA521280BROC	0	C	FOC	9/20/01	COD02DD2	9/19/01 4:20 PM	9/19/01 4:29 PM	9/20/01		Mechanized	0.14	0.14
94	GA521280BROC	0	C	FOC		COD02DD2	9/19/01 4:20 PM	9/19/01 7:04 PM	9/19/01	9/19/01	Not Reported		2.72
95	GA525179Z	1	C	FOC	9/13/01	CONTG710	9/13/01 8:23 AM	9/13/01 9:15 AM	9/14/01		Partially_Mechanized	0.86	0.86
96	GA525179Z	1	C	FOC		CONTG710	9/13/01 8:23 AM	9/13/01 2:54 PM	9/13/01	9/13/01	Not Reported		6.51
97	GA525700Z	0	C	FOC	9/13/01	CO353207	9/12/01 2:41 PM	9/12/01 5:04 PM	9/13/01		Mechanized	1.1	2.38
98	GA525700Z	0	C	FOC		CO353207	9/12/01 2:41 PM	9/12/01 5:21 PM	9/12/01	9/12/01	Not Reported		2.66
99	GA532688Z	0	C	FOC	9/18/01	CO584WK8	9/17/01 2:48 PM	9/17/01 2:50 PM	9/18/01		Mechanized	0.03	0.03

	A	B	C	D	E	F	G	H	I	J	L	M	O
2	PON	VER	Activity Type	TRANSACTION	Birch Requested Due Date on LSR	BST Order Number	Birch Submit Time	FOC Date Of Receipt	BST Supplied Due Date on FOC	Completion Date of the LSR from BST OCI Raw Data	MECHZTN from BST FOC Raw Data	FOC DURATION REPORTED BY BST	FOC DURATION CALCULATED BY BIRCH
100	GA532688Z	0	C	FOC		CO584WK8	9/17/01 2:48 PM	9/17/01 8:58 PM	9/17/01	9/17/01	Not Reported		6.18
101	GA532877MAC	0	C	FOC	9/25/01	CPNYD645	9/25/01 1:19 PM	9/25/01 2:29 PM	9/26/01		Partially_Mechanized	1.17	1.18
102	GA532877MAC	0	C	FOC		CPNYD645	9/25/01 1:19 PM	9/25/01 5:06 PM	9/25/01	9/25/01	Not Reported		3.78
103	GA552159MAC	0	C	FOC	9/28/01	COJ49814	9/28/01 10:50 AM	9/28/01 11:58 AM	9/29/01		Partially_Mechanized	1.13	1.14
104	GA552159MAC	0	C	FOC		COJ49814	9/28/01 10:50 AM	9/28/01 4:38 PM	9/28/01	9/28/01	Not Reported		5.80
105	GA563470	0	V	FOC	9/29/01	NOF3M0J9	9/28/01 2:02 PM	9/28/01 2:28 PM	9/29/01		Mechanized	0.43	0.44
106	GA563470	0	V	FOC		NOF3M0J9	9/28/01 2:02 PM	9/28/01 4:38 PM	9/28/01	9/28/01	Not Reported		2.60
107	GA564127	1	V	FOC	9/28/01	NPF6KX5	9/28/01 2:45 PM	9/28/01 2:58 PM	10/1/01		Mechanized	0.22	0.21
108	GA564127	1	V	FOC		NPF6KX5	9/28/01 2:45 PM	10/2/01 5:14 AM	9/28/01	9/28/01	Not Reported		86.48
109	GA564127A	0	V	FOC	10/1/01	NP144004	9/28/01 2:48 PM	9/28/01 2:58 PM	10/1/01		Mechanized	0.18	0.17
110	GA564127A	0	V	FOC		NP144004	9/28/01 2:48 PM	10/2/01 5:14 AM	9/28/01	9/28/01	Not Reported		86.43
111	GA564137	0	V	FOC	9/29/01	NOD42W19	9/28/01 1:59 PM	9/28/01 2:28 PM	9/29/01		Mechanized	0.48	0.49
112	GA564137	0	V	FOC		NOD42W19	9/28/01 1:59 PM	9/28/01 4:38 PM	9/28/01	9/28/01	Not Reported		2.65
113	2001090512100900	1	C	FOC	9/5/01	COMDK552	9/5/01 12:30 PM	9/5/01 12:55 PM	9/6/01		Partially_Mechanized	0.41	0.42
114	2001090512100900	1	C	FOC		COMDK552	9/5/01 12:30 PM	9/5/01 4:36 PM	9/5/01	9/5/01	Not Reported		4.10
115	2001091113581300	0	C	FOC	9/12/01	COPVG309	9/11/01 1:59 PM	9/11/01 2:21 PM	9/12/01		Partially_Mechanized	0.35	0.36
116	2001091113581300	0	C	FOC		COPVG309	9/11/01 1:59 PM	9/11/01 5:30 PM	9/11/01	9/11/01	Not Reported		3.52
117	2001092111170600	0	V	FOC	9/24/01	NO1KWDG8	9/21/01 11:19 AM	9/21/01 2:03 PM	9/24/01		Partially_Mechanized	2.72	2.72
118	2001092111170600	0	V	FOC		NO1KWDG8	9/21/01 11:19 AM	9/21/01 4:51 PM	9/21/01	9/21/01	Not Reported		5.53
119	2001092415580700	0	C	FOC	9/25/01	COVJH244	9/24/01 3:59 PM	9/24/01 4:40 PM	9/25/01		Partially_Mechanized	0.66	0.67
120	2001092415580700	0	C	FOC		COVJH244	9/24/01 3:59 PM	9/24/01 6:38 PM	9/24/01	9/24/01	Not Reported		2.65
121	2001092011144500	0	C	FOC	9/20/01	COWCR581	9/20/01 11:17 AM	9/20/01 11:54 AM	9/21/01		Partially_Mechanized	0.62	0.62
122	2001092011144500	0	C	FOC		COWCR581	9/20/01 11:17 AM	9/20/01 6:19 PM	9/20/01	9/20/01	Not Reported		7.04

# ATTACHMENT 3

## BIRCH TELECOMMUNICATIONS ACTION PLAN

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**Purpose**                      The purpose of this document is to present an Action Plan to assist in increasing electronic ordering, improve flow through results, and reduce clarifications. This recommendation comes after a 5-month review of PONS submitted electronically.

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**Action Plan**                After reviewing the number of orders being submitted electronically, over a 5-month period, I believe that concentrated efforts in the following areas would increase your electronic ordering, thus improving flow through, resulting in a reduction in clarifications.

### **Targeted Areas:**

- **Electronic Flow-thru Improvement vs. Clarification Reduction**

Currently, the overall flow-thru rate is 67.70%. I recommend that you increase that rate monthly by 5%. Information regarding the percentage of flow-thru will be provided monthly.

- ❖ **Next Steps:**

Provide monthly activity report on percentage of flow-thru orders. Improve flow-thru percentage to 90% and above and sustain it over time.

- **Recommended Target Improvement Timeline for increase flow-thru percentage:**

August	75%
September	80%
October	85%
November	90%
December	95%

September 2001, evaluate 2<sup>nd</sup> Quarter progress, and update action plan (when appropriate).

- Reduce clarification rate to less than 20% and sustain it over time by utilizing the per-order functions, and reviewing the BellSouth Business Rules: (See attached document for Web address). Currently the clarification rate is 39.17%. I recommend a reduction rate of 5% the first month and 10% thereafter.

➤ **Recommended Target Improvement Timeline for reducing clarifications:**

August	05%
September	15%
October	25%
November	35%

❖ **Next Steps:**

Provide monthly feedback on Service Order Activity, Service Order Request Type and Clarification Analysis.

September 2001, evaluate 2<sup>nd</sup> Quarter progress, and update action plan (when appropriate).

Ensure all order processing personnel are trained and knowledgeable of the BellSouth Interconnection Web-Site, which provides guidance in submitting Local Service Requests.

- **BellSouth Business Rules**
- **CSOTS**
- **USOC Manual**
- **Tariffs**
- **Service Interval Guide**
- **CCP (Change Control Process)**
- **Training**

---

**BellSouth  
Business Rules**

The BellSouth Business Rules play a major factor in provisioning service orders. With the speed in which the FCC issues mandates the business rules are constantly changing. I, as well as your provisioning people, have a hard time keeping up with the changes. BellSouth is in the process of reviewing this documentation to try and determine an easier way to get through this document.

My recommendation is to have a hard copy on file and have it indexed and marked for the items that need to be looked up the most. A person in each area could be assigned to become your Business Rule expert and share their knowledge with the others as the business rules change.

**\*\*See attached document for WEB Site address**

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**CSOTS**

CSOTS provides detailed order information on your orders. It provides the BellSouth order number, status and due date. This information should be on all orders as long as you have an FOC. By reviewing this report you can save valuable time when determining when action is necessary on an order.

For Example:

Have an order that was due yesterday. CSOTS shows that order in CP status, however your customer states service not working. IF the order is CP do not call the LCSC. Call either repair or the UNE MTNCE center depending on the order type. This will save time and effort. If the order is CP it is out of the LCSC center control.

The same in MA cases as well. IF the order is in MA status send in a SUPP to request a new Due Date or Cancel PON.

These are just a couple of examples that can save time and allow your provisioning staff the time to handle more important issues.

**\*See attached document for WEB Site address**

**\*\* A user ID and Password is required. This can be obtained from your Account Team.**

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**USOC Manual**

Clarifications and orders being provisioned incorrectly are for the incorrect USOC. USOCs are used for different classes of service. FIDS also play a major role.



My recommendation is to pull a hard copy or purchase a hard copy of this document. Also have someone assigned as the USOC SME. A handbook or cheat sheet needs to be given to each person. The handbook needs to associate what USOC goes with the different class of service.

Associate, as many USOCS, FIDS and Class Of Service as possible and then you will have the combinations together.

**\*See attached document for WEB Site address**

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#### **Tariff**

The Tariff plays a major factor in providing information.

It is important that as many people as possible know how to search both the General and FCC tariffs.

BellSouth has added a new search engine to use in locating information in the tariffs found on the WEB site. The General and FCC Tariff for all 9 BellSouth states can be found on the WEB.

**\*See attached document for WEB Site address**

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#### **Service Interval Guide**

The service interval guide provides due date intervals for services offered. These guides can assist in the provisioning of orders. This will provide a guide for the dates to be assigned on the order.

**\*See attached document for WEB Site address**

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#### **Training**

I would recommend that the CLEC Training Web Site be reviewed to determine what training is available to assist in provisioning of orders. This can be either attended individually or in some cases the training can be suit cased to your location.

**\*See attached document for WEB Site address**

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**Change Control  
Process - CCP**

The Change Control Process can be a valued asset to BIRCH. I encourage you to continue use of this process when appropriate. As you know, this process allows the CLECS the opportunity to have input in the changes we make in our processes, documentation change and features to our electronic systems. You can send in requests, view pending requests and attend meetings to have your voice heard.

**\*\*WEB SITE ADDRESS**

<http://www.interconnection.bellsouth.com>

**Select Local Exchange Carriers**

**Select Change Control Process**

---

**BellSouth  
Initiatives**

BellSouth continues to improve our internal processes to further partner with Birch Telecommunications for success. BellSouth is continuing it's efforts in the following areas:

- New Center in Jacksonville Florida to add more employees
  - Training new employees
  - Continuation training for existing employees
  - Constant monitoring of LCSC Centers and processes to improve performance
  - Development of employees to improve performance
  - Continue enhancements to electronic systems to increase order Flow-Through
- 

This Action Plan is simply a recommendation to further the goal of both BellSouth and Birch Telecommunications in being successful. The recommendations made are based upon the analysis done on clarifications and incorrect orders. Based on the analysis done some of the same items have been communicated to the LCSC centers at BellSouth. The overall success of this Action Plan is that it be communicated to the provisioning group. This document is not a contract- simply a re-affirmation of Birch Telecommunications and BellSouth efforts to partner together for success. I would like to ask that both parties sign-off on this summary to simply confirm that both parties have reviewed. Together we can improve the process.

---

*Janet Miller Fields*

Janet Miller-Fields - OAVP, BellSouth  
Quality Control & Customer Care

*July 5, 2001*  
DATE

*Mike Wilburn*

Mike Wilburn - Sales Director- BellSouth

*7/5/01*  
DATE

*Darryl Washington*

Darryl Washington, Account Executive -  
BellSouth

*7/10/01*  
DATE

*Cynthia Hodges*

Cynthia Hodges, Industrial Specialist- BellSouth

*July 5, 2001*  
DATE

*James Hooper*

James Hooper- Resale Director LCSC,  
BellSouth

*7/9/01*  
DATE

*Faye A. Williams*

Faye A. Williams - Customer Support  
Manager, BellSouth

*July 5, 2001*  
DATE

*Melvin Wagner, Jr.*

Melvin Wagner, Jr. - Manager Change Control  
Birch

*7-10-01*  
DATE

*Lacie Hamlin*

Lacie Hamlin - Carrier Relations- Regulatory,  
Birch

*7- 10- 01*  
DATE

*Jody Kramer*

Jody Kramer - Director Provisioning, Birch

*7/13/01*  
DATE

K

# ATTACHMENT 4

## Service Order Handling Problems

DATE OF PROBLEM	SO # to Correct	CUSTOMER NAME	TN	PON	IPW/RT	LSR TO SO ERRORS	USOC/FID left off	Features left on/added	Call fwd # incorrect	Wrong class of service	PIC/LPIC wrong/left off	CREX	Other
MONTHLY TOTALS							30	3	2	5	6	17	1
10/26/01	hitops	*****	***_***_****	597256GA	AW	BRD & BCR left off x 8200 & x 8208	4						
10/25/01	hitops	*****	***_***_****	594890GA	AW	ESM on line x0054 is missing	1						
10/25/01	hitops	*****	***_***_****	594490GA	AW	GCE ^ GCJRC # is incorrect.			1				
10/25/01	hitops	*****	***_***_****	594782GA	AW	on lines x1472 & X7835 CREX4 should be CREX1						2	
10/25/01	hitops	*****	***_***_****	592540GA	AW	CREX4 missing on x6914						1	
10/26/01	hitops	*****	***_***_****	585077GA	AW	CREX4 missing on x7756						1	
10/24/01	hitops	*****	***_***_****	590995GA1	AW	Line x3800 is missing the ESX						1	
10/24/01	hitops	*****	***_***_****	587866GA	AW	Listing name							1
10/24/01	hitops	*****	***_***_****	591600GA	AW	NCE mising on x1053	1						
10/24/01	hitops	*****	***_***_****	590604GA	AW	CREX4 missing off 3 lines						3	
10/24/01	hitops	*****	***_***_****	592547GA	AW	on x8881 the pic & lpic are incorrect. x8887 CREX4 missing. X8868 CREX4 & UEPLX missing	1				2	2	
10/24/01	hitops	*****	***_***_****	2001102214030700	AW	x0644 CREX4 missing. X0597 & x0599 LPIC incorrect					2	1	
10/23/01	hitops	*****	***_***_****	592010GA	AW	x7703 PIC & LPIC incorrect					2		
10/23/01	hitops	*****	***_***_****	582062GA	AW	Line class of service wrong. No CID on this line		1		1			
10/22/01	hitops	*****	***_***_****	590298GA	AW	Line x8244 EMSBF & MWW missing. Line x8245 EMSTM missing	3						
10/22/01	hitops	*****	***_***_****	2001101608422900	AW	On this change order we added VMSAX to x3366, not on SO	1						
10/23/01	hitops	*****	***_***_****	590301GA	AW	Line x9990 MBBBF & MWW missing. Lines x9989,x9991 & x9364 VMSAX missing	5						
10/19/01	hitops	*****	***_***_****	580060GA	AW	x3456 should be CREX1						1	
10/16	hitops	*****	***_***_****	586690GA	AW	Line x5215 SMBBX & MWW missing. Line x7530 VMSAX missing	3						
10/18/01	hitops	*****	***_***_****	580719GA	AW	Line x7738 CF # wrong			1				
10/18/01	hitops	*****	***_***_****	578526GA	AW	Line x0085 & x2002 missing CREX4						2	

DATE OF PROBLEM	SO # to Correct	CUSTOMER NAME	TN	PON	IPM/RT	LSR TO SO ERRORS	USOC/FID left off	Features left on/added	Call fwd # incorrect	Wrong class of service	PIC/LPIC wrong/left off	CREX	Other
10/17/01	hitops	*****	***_***_****	584694GA	AW	Line x1493 missing CREX4	1						
10/17/01	hitops	*****	***_***_****	584694GA2	AW	Remove NXMCR from x1538		1					
10/17/01	hitops	*****	***_***_****	582983GA	AW	Hunting didn't flow thru. CREX4 missing	1					1	
10/17/01	hitops	*****	***_***_****	582237GA	AW	CREX4 missing from lines x0558 & x1764						2	
10/17/01	hitops	*****	***_***_****	580871GA	AW	Line x0066 missing EMSBF. Line x0913 missing EMSTM	2						
10/16/01	hitops	*****	***_***_****	579014GA	AW	Line x4308 missing NXMCR. Line x4374 missing CREX4. Make sure HTG is across both LSRs.	2						
10/15/01	hitops	*****	***_***_****	579344GA	AW	Line x8429 should be UEPBL. Line x1170 should be UEPBL & remove NXMCR		1			2		
10/15/01	hitops	*****	***_***_****	577823GA	AW	Line x0200 missing SMBBX & MWW	2						
10/15/01	hitops	*****	***_***_****	GA561746	AW	Line x1637 missing CREX4. Class of Service x3067 should be UEPBL. Line x7900 Class of Service should be UEPBC	1				2		
10/15/01	hitops	*****	***_***_****	580928GA	AW	BCR missing on both lines	2						
31 LSRs													
40 Call in Corrections during 2 week period													
71 LSRs Total with Service Order Handling Problems													
252 Orders submitted during that time period													
28.17% errors													

CREX1 Customized Code Restriction (CCR), residence/business line, PBX trunk option #1  
 CREX4 Customized Code Restriction (CCR), residence/business line, PBX trunk option #4  
 ESF Speed calling (30 code) (non-packaged)  
 UEPBC Unbundled Exchange Ports, business ports equipped with Caller ID  
 BRD TouchStar, repeat dialing, usage based blocking  
 BCR TouchStar, call return, usage based blocking  
 ESM Activation/deactivation of call forwarding (non-packaged)  
 GCE Call forwarding busy line, per CO line equipped  
 GCJRC Call forwarding don't answer, per CO line equipped ring control

[illegible]

# ATTACHMENT 5



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	BST AUGUST REPORTED AVERAGE COMPLETION INTERVAL RAW DATA SAMPLE												
	CIRCUIT PROD PROD PROD												
	STATE COMMIT CMPLTN CMPLD_DT CNT_EXCEP EXCEP EXCEP SO_CM												
2	SO_NBR	PON	ID	ISSU_DT	DT	DT	UR	ID	ID	DESC	CD	TT CD	SO_CMTT CD_DESC
3	CO7TNY23	2001072519061400	GA	7/25/01 0:00	8/1/01 0:00	8/1/01 0:00	6	1	0		0	W	Company Offered Due Date
4	COTGL675	OURERROR3	GA	8/13/01 0:00	8/13/01 0:00	8/13/01 0:00	0	0	0		0		
5	COFX81W9	2001081513175700	GA	8/15/01 0:00	8/15/01 0:00	8/15/01 0:00	0	0	0		0	W	Company Offered Due Date
6	COF7DH18	2001081513175700C	GA	8/16/01 0:00	8/16/01 0:00	8/16/01 0:00	0	0	0		0	W	Company Offered Due Date
7	CO479Y19	2001081711093900	GA	8/21/01 0:00	8/21/01 0:00	8/21/01 0:00	0	0	0		0	W	Company Offered Due Date
8	COOKD232	2001081711093900	GA	8/22/01 0:00	8/22/01 0:00	8/22/01 0:00	0	0	0		0	W	Company Offered Due Date
9	COFDVJX5	2001082909005400	GA	8/29/01 0:00	8/29/01 0:00	8/29/01 0:00	0	0	0		0	W	Company Offered Due Date
10	CO716YP5	2001082909005400	GA	8/30/01 0:00	8/30/01 0:00	8/30/01 0:00	0	0	0		0	W	Company Offered Due Date
11	CPV83458	GA353571MAC	GA	8/16/01 0:00	8/16/01 0:00	8/16/01 0:00	0	0	0		0	W	Company Offered Due Date
12	CPQ8F305	CORRECTERROR	GA	8/23/01 0:00	8/23/01 0:00	8/23/01 0:00	0	0	0		0	W	Company Offered Due Date
13	COPV5528	GA357297ROC	GA	8/6/01 0:00	8/6/01 0:00	8/6/01 0:00	0	0	0		0	W	Company Offered Due Date
14	CODTQFM2	GA357297ROC-COR	GA	8/7/01 0:00	8/7/01 0:00	8/7/01 0:00	1	0	0		0	W	Company Offered Due Date
15	CPYR7269	GA387734MAC	GA	8/16/01 0:00	8/16/01 0:00	8/16/01 0:00	0	0	0		0	X	Customer Requested Earlier
16	CPM6L015	GA387734MAC	GA	8/22/01 0:00	8/22/01 0:00	8/22/01 0:00	0	0	0		0	W	Company Offered Due Date
17	COPQ6612	GA389904ROC	GA	8/14/01 0:00	8/14/01 0:00	8/14/01 0:00	0	0	0		0	W	Company Offered Due Date
18	CO2T7054	GA389904ROC-CORR	GA	8/15/01 0:00	8/15/01 0:00	8/15/01 0:00	0	0	0		0	W	Company Offered Due Date
19	CO7TD630	GA390521MAC	GA	8/15/01 0:00	8/15/01 0:00	8/15/01 0:00	0	0	0		0	W	Company Offered Due Date
20	CO4PK2P1	CORRECT	GA	8/16/01 0:00	8/16/01 0:00	8/16/01 0:00	0	0	0		0	X	Customer Requested Earlier
21	CO303DL6	GA392070ROC	GA	8/6/01 0:00	8/6/01 0:00	8/6/01 0:00	0	0	0		0	W	Company Offered Due Date
22	CODJWV14	GA392070ROC	GA	8/7/01 0:00	8/7/01 0:00	8/7/01 0:00	0	0	0		0	W	Company Offered Due Date
23	TPHV2065	GA442972MAC	GA	7/19/01 0:00	8/3/01 0:00	8/7/01 0:00	16	8	0		0	L	Customer Request Later Due Date
24	NP2JWXH9	CUSTDOWNASST	GA	8/4/01 0:00	8/4/01 0:00	8/4/01 0:00	0	3	0		0	W	Company Offered Due Date
25	TPDX87L9	GA442972MAC	GA	8/6/01 0:00	8/7/01 0:00	8/7/01 0:00	1	8	0		0		
26	NPFJVJW3	GA448054	GA	8/2/01 0:00	8/2/01 0:00	8/2/01 0:00	4	1	0		0		
27	CPOND4V0	GA448054	GA	8/2/01 0:00	8/8/01 0:00	8/8/01 0:00	5	1	0		0		
28	NP4HF7Y2	GA451038	GA	8/1/01 0:00	8/1/01 0:00	8/1/01 0:00	0	2	0		0		
29	CPTLG285	GA451038CORRERR	GA	8/3/01 0:00	8/3/01 0:00	8/3/01 0:00	0	0	0		0		
30	NPG4T0Q1	GA452890	GA	8/1/01 0:00	8/6/01 0:00	8/6/01 0:00	4	3	0		0	L	Customer Request Later Due Date
31	CPJP5821	GA452890	GA	8/27/01 0:00	8/27/01 0:00	8/27/01 0:00	0	0	0		0	W	Company Offered Due Date
32	NO1RX6L5	GA458004	GA	8/2/01 0:00	8/6/01 0:00	8/6/01 0:00	3	3	0		0	L	Customer Request Later Due Date
33	CO545BY6	GA458004CORR	GA	8/7/01 0:00	8/7/01 0:00	8/7/01 0:00	0	0	0		0	W	Company Offered Due Date
34	NO47YRP5	GA458072	GA	8/17/01 0:00	8/20/01 0:00	8/20/01 0:00	2	4	0		0	W	Company Offered Due Date
35	COTK0915	GA458072CORR	GA	8/22/01 0:00	8/23/01 0:00	8/23/01 0:00	1	0	0		0	W	Company Offered Due Date
36	CO9XD3T5	GA458175	Completed in July		7/30/01 0:00	7/30/01 0:00							
37	COM28865	GA458175CORR	GA	8/23/01 0:00	8/23/01 0:00	8/23/01 0:00	0	0	0		0	X	Customer Requested Earlier
38	COCDJBM4	GA458994MAC	GA	8/2/01 0:00	8/2/01 0:00	8/2/01 0:00	0	0	0		0	X	Customer Requested Earlier
39	CO7030K7	GA458994MAC	GA	8/2/01 0:00	8/3/01 0:00	8/3/01 0:00	1	0	0		0		
40	NP1RX972	GA469029	GA	8/8/01 0:00	8/9/01 0:00	8/9/01 0:00	1	2	0		0	L	Customer Request Later Due Date
41	CPQP5467	GA469029	GA	8/16/01 0:00	8/16/01 0:00	8/16/01 0:00	0	0	0		0	W	Company Offered Due Date
42	NPCV5YB2	GA469404	GA	8/7/01 0:00	8/9/01 0:00	8/9/01 0:00	2	3	0		0	L	Customer Request Later Due Date
43	CP6T2C40	GA469404	GA	8/10/01 0:00	8/10/01 0:00	8/10/01 0:00	0	0	0		0	W	Company Offered Due Date
44	NODCHJ04	GA469424	GA	8/7/01 0:00	8/9/01 0:00	8/9/01 0:00	2	4	0		0	L	Customer Request Later Due Date
45	COHKD525	CORORD	GA	8/13/01 0:00	8/13/01 0:00	8/13/01 0:00	0	0	0		0	W	Company Offered Due Date
46	NO4YXPC5	GA469500	GA	8/6/01 0:00	8/8/01 0:00	8/8/01 0:00	2	3	0		0	L	Customer Request Later Due Date
47	CO12LWC0	CORRECTIONPON	GA	8/16/01 0:00	8/16/01 0:00	8/16/01 0:00	0	0	0		0	X	Customer Requested Earlier
48	NP111LC7	GA470313	GA	8/10/01 0:00	8/14/01 0:00	8/14/01 0:00	3	1	0		0	L	Customer Request Later Due Date
49	CPVB7214	GA470313	GA	8/15/01 0:00	8/16/01 0:00	8/16/01 0:00	1	0	0		0	W	Company Offered Due Date
50	NP068805	GA470362	GA	8/13/01 0:00	8/14/01 0:00	8/14/01 0:00	1	1	0		0	L	Customer Request Later Due Date
51	CP6XQTW6	GA470362	GA	8/15/01 0:00	8/16/01 0:00	8/16/01 0:00	1	0	0		0	W	Company Offered Due Date

	A	B	C	D	E	F	G	H	I	J	K	L	IVI
	CIRCUIT PROD PROD PROD STATE COMMIT CMPLTN CMPLD D T CNT EXCEP EXCEP EXCEP SO_CM ID DT DT DT UR ID ID DESC CD TT_CD SO_CMTT_CD_DESC												
2	SO_NBR	PON	ID	ISSU_DT	DT	DT	UR	ID	ID	DESC	CD	TT_CD	SO_CMTT_CD_DESC
52	NPDLOWB7	GA470521	GA	8/7/01 0:00	8/9/01 0:00	8/9/01 0:00	2	2	0		0	L	Customer Request Later Due Date
53	CPD22L45	GA470521	GA	8/10/01 0:00	8/10/01 0:00	8/10/01 0:00	0	0	0		0	W	Company Offered Due Date
54	NPBWF8Q6	GA471137	GA	8/10/01 0:00	8/13/01 0:00	8/13/01 0:00	2	2	0		0	L	Customer Request Later Due Date
55	COCVV5P5	CORRECTION	GA	8/17/01 0:00	8/17/01 0:00	8/17/01 0:00	0	0	0		0	X	Customer Requested Earlier
56	NO7LLCR1	GA475108	GA	8/16/01 0:00	8/21/01 0:00	8/21/01 0:00	4	3	0		0	L	Customer Request Later Due Date
57	COFDP983	GA475108-CORR	GA	8/22/01 0:00	8/22/01 0:00	8/22/01 0:00	0	0	0		0	W	Company Offered Due Date
58	NO5P07V2	GA476192	GA	8/12/01 0:00	8/14/01 0:00	8/14/01 0:00	1	3	0		0	L	Customer Request Later Due Date
59	CO4X3QR9	CORRECTIONORDER	GA	8/29/01 0:00	8/29/01 0:00	8/29/01 0:00	0	0	0		0	X	Customer Requested Earlier
60	NOCN7RC4	GA477769A	GA	8/23/01 0:00	8/28/01 0:00	8/28/01 0:00	4	14	0		0	W	Company Offered Due Date
61	CO04CVQ2	GA477769A	GA	8/29/01 0:00	8/30/01 0:00	8/30/01 0:00	1	0	0		0		
62	NO5W7HK2	GA479474	GA	8/16/01 0:00	8/17/01 0:00	8/17/01 0:00	1	2	0		0	W	Company Offered Due Date
63	COWKP358	GA479474CORR	GA	8/22/01 0:00	8/27/01 0:00	8/27/01 0:00	4	0	0		0	W	Company Offered Due Date
64	NOCM6DL6	GA489630	GA	8/21/01 0:00	8/21/01 0:00	8/21/01 0:00	0	2	0		0	W	Company Offered Due Date
65	COHC7234	GA489630CORR	GA	8/22/01 0:00	8/23/01 0:00	8/23/01 0:00	1	0	0		0	W	Company Offered Due Date
66	NP638H81	GA490378	GA	8/17/01 0:00	8/20/01 0:00	8/20/01 0:00	2	4	0		0	W	Company Offered Due Date
67	CPYY8195	GA49037-JLOWE	GA	8/21/01 0:00	8/22/01 0:00	8/22/01 0:00	1	0	0		0	W	Company Offered Due Date
68	NO55LG84	GA490609	GA	8/24/01 0:00	8/27/01 0:00	8/27/01 0:00	2	2	0		0	W	Company Offered Due Date
69	CO8R1693	GA490609	GA	8/28/01 0:00	8/29/01 0:00	8/29/01 0:00	1	0	0		0	W	Company Offered Due Date
70	NO0QL419	GA490811	GA	8/20/01 0:00	8/22/01 0:00	8/22/01 0:00	2	2	0		0	L	Customer Request Later Due Date
71	COY7F185	GA490811	GA	8/28/01 0:00	8/29/01 0:00	8/29/01 0:00	1	0	0		0	X	Customer Requested Earlier
72	NP86JB49	GA491691	GA	8/20/01 0:00	8/22/01 0:00	8/22/01 0:00	2	10	0		0	L	Customer Request Later Due Date
73	CPMTJ804	GA491691	GA	8/27/01 0:00	8/29/01 0:00	8/29/01 0:00	2	0	0		0	W	Company Offered Due Date
74	NP16KRG0	GA495017	GA	8/25/01 0:00	8/27/01 0:00	8/27/01 0:00	1	10	0		0	W	Company Offered Due Date
75	CP6HR074	CORRECTION	GA	8/29/01 0:00	8/29/01 0:00	8/29/01 0:00	0	0	0		0	W	Company Offered Due Date
76	NP9JCL34	GA499370	GA	8/29/01 0:00	8/30/01 0:00	8/30/01 0:00	1	7	0		0	W	Company Offered Due Date
77	CP1HMXL5	GA499370	GA	8/31/01 0:00	8/31/01 0:00	8/31/01 0:00	0	0	0		0	W	Company Offered Due Date
78	NO3YC2D4	GA500060	GA	8/28/01 0:00	8/29/01 0:00	8/29/01 0:00	1	2	0		0	W	Company Offered Due Date
79	CO3Q8KY2	GA500060	GA	8/30/01 0:00	8/30/01 0:00	8/30/01 0:00	0	0	0		0	X	Customer Requested Earlier
80	NP71HP90	GA511061	GA	8/29/01 0:00	8/30/01 0:00	8/30/01 0:00	1	4	0		0	W	Company Offered Due Date
81	CPBX5678	GA511061	GA	8/31/01 0:00	8/31/01 0:00	8/31/01 0:00	0	0	0		0	W	Company Offered Due Date
82	NP965102	GA455965	Completed in July		7/30/01 0:00								
83	CPKJV807	JLKFLMGORD	GA	8/10/01 0:00	8/13/01 0:00	8/13/01 0:00	2	0	0		0	W	Company Offered Due Date
84	CPMKP251	2001072708305800	GA	8/2/01 0:00	8/2/01 0:00	8/2/01 0:00	0	0	0		0	X	Customer Requested Earlier
85	CPNHY637	ADDRUCUTWC	GA	8/1/01 0:00	8/1/01 0:00	8/1/01 0:00	0	0	0		0	X	Customer Requested Earlier

# ATTACHMENT 6

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	BST SEPTEMBER REPORTED AVERAGE COMPLETION INTERVAL RAW DATA SAMPLE												
2	SO_NBR	PON	STATE_I	ISSU_DT	COMMIT_DT	CMPLTN_DT	CIRCUIT_ID	PROD_EXCEP_ID	PROD_EXCEP_DESC	PROD_EXCEP_CD	SO_CM	TT_CD	SO_CMTT_CD_DESC
3	CO8BHCL2	2001090416252700	GA	4-Sep-01	4-Sep-01	4-Sep-01	0	0	0	0			
4	CO850LL1	2001090416252700	GA	7-Sep-01	7-Sep-01	7-Sep-01	0	0	0	0	W		Company Offered Due Date
5	COCHB4Y4	2001091108113400	GA	11-Sep-01	11-Sep-01	11-Sep-01	0	0	0	0	W		Company Offered Due Date
6	CODJKR51	2001091108113400	GA	12-Sep-01	12-Sep-01	12-Sep-01	0	0	0	0	W		Company Offered Due Date
7	COFQ3W77	2001091310033500	GA	13-Sep-01	13-Sep-01	13-Sep-01	0	0	0	0	W		Company Offered Due Date
8	COB7G434	2001091310033500	GA	14-Sep-01	14-Sep-01	14-Sep-01	0	0	0	0	W		Company Offered Due Date
9	CO5YLG09	2001091310331300	GA	13-Sep-01	13-Sep-01	13-Sep-01	0	0	0	0	W		Company Offered Due Date
10	COHVF780	2001091310331300	GA	18-Sep-01	18-Sep-01	18-Sep-01	0	0	0	0	X		Customer Requested Earlier
11	NODYJRR2	2001091710125400	GA	17-Sep-01	20-Sep-01	20-Sep-01	3	5	0	0	L		Customer Request Later Due Date
12	CO06GCK2	2001091710125400	GA	21-Sep-01	21-Sep-01	21-Sep-01	0	0	0	0	W		Company Offered Due Date
13	NO00MMW2	2001091714240500	GA	18-Sep-01	20-Sep-01	20-Sep-01	2	4	0	0	L		Customer Request Later Due Date
14	COD8RYN1	2001091714240500	GA	21-Sep-01	21-Sep-01	21-Sep-01	0	0	0	0	W		Company Offered Due Date
15	NODM6856	2001091809194900	GA	25-Sep-01	25-Sep-01	25-Sep-01	0	4	0	0	W		Company Offered Due Date
16	CO79G2R5	2001091809194900	GA	27-Sep-01	27-Sep-01	27-Sep-01	0	0	0	0	W		Company Offered Due Date
17	NO460X50	2001091917371600	GA	24-Sep-01	24-Sep-01	24-Sep-01	0	1	0	0	W		Company Offered Due Date
18	CODXTLK8	2001091917371600	GA	26-Sep-01	26-Sep-01	26-Sep-01	0	0	0	0	W		Company Offered Due Date
19	NO9LH280	2001092010370700	GA	20-Sep-01	21-Sep-01	21-Sep-01	1	5	0	0	W		Company Offered Due Date
20	COKBC228	2001092010370700	GA	26-Sep-01	26-Sep-01	26-Sep-01	0	0	0	0	X		Customer Requested Earlier
21	COMY2254	2001092014242600	GA	20-Sep-01	21-Sep-01	21-Sep-01	1	0	0	0	W		Company Offered Due Date
22	COX4Y207	2001092014242600	GA	24-Sep-01	24-Sep-01	24-Sep-01	0	0	0	0			
23	NOC44717	2001092015023400	GA	21-Sep-01	21-Sep-01	21-Sep-01	0	4	0	0	W		Company Offered Due Date
24	COJ9M178	2001092015023400	GA	26-Sep-01	29-Sep-01	29-Sep-01	3	0	0	0	W		Company Offered Due Date
25	COB5GDB5	2001092409542900	GA	24-Sep-01	24-Sep-01	24-Sep-01	0	0	0	0	W		Company Offered Due Date
26	COLHN661	2001092409542900	GA	26-Sep-01	26-Sep-01	26-Sep-01	0	0	0	0	X		Customer Requested Earlier
27	CO19QQ22	2001092608341400	GA	26-Sep-01	26-Sep-01	26-Sep-01	0	0	0	0	W		Company Offered Due Date
28	COFWLLT9	2001092608341400	GA	27-Sep-01	27-Sep-01	27-Sep-01	0	0	0	0	W		Company Offered Due Date
29	NPDLOMX1	GA370629	Completed June 12th										
30	CPVQN987	BELLSOUTHCORRCTN	GA	27-Sep-01	28-Sep-01	28-Sep-01	1	0	0	0	W		Company Offered Due Date
31	CO99L3L7	GA319213ROC	Completed August 31st										
32	COTC9125	CORERROR	GA	4-Sep-01	5-Sep-01	5-Sep-01	1	0	0	0	X		Customer Requested Earlier
33	NP2MFRP1	GA503713	GA	11-Sep-01	11-Sep-01	11-Sep-01	0	2	0	0	W		Company Offered Due Date
34	CP1BM4V0	CORRECTION	GA	12-Sep-01	12-Sep-01	12-Sep-01	0	0	0	0	W		Company Offered Due Date
35	NP57RLB8	GA517758	GA	6-Sep-01	7-Sep-01	7-Sep-01	1	2	0	0	W		Company Offered Due Date
36	CPH4N051	CORRECTION	GA	19-Sep-01	19-Sep-01	19-Sep-01	0	0	0	0	X		Customer Requested Earlier
37	NO9NQX6	2001092111351000	GA	21-Sep-01	24-Sep-01	24-Sep-01	2	1	0	0	L		Customer Request Later Due Date
38	COJFT751	CORRECTION	GA	26-Sep-01	26-Sep-01	26-Sep-01	0	0	0	0	X		Customer Requested Earlier
39	COMY2254	2001092014242600	GA	20-Sep-01	21-Sep-01	21-Sep-01	1	0	0	0	W		Company Offered Due Date
40	COX4Y207	2001092014242600	GA	24-Sep-01	25-Sep-01	24-Sep-01	0	0	0	0	W		Company Offered Due Date
41	COWJJ363	CORRECTION	GA	26-Sep-01	26-Sep-01	26-Sep-01	0	0	0	0	W		Company Offered Due Date
42	COQCL630	2001082411011200	Completed August 24th										
43	COK09958	ERR7709411000	GA	4-Sep-01	4-Sep-01	4-Sep-01	0	0	0	0	X		Customer Requested Earlier
44	NO76Y5P7	GA315632	Completed April 24th										
45	COJRG890	GA315632-COR	GA	19-Sep-01	20-Sep-01	20-Sep-01	1	0	0	0	W		Company Offered Due Date

	A	B	C	D	E	F	G	H	I	J	K	L	M
2	SO_NBR	PON	STATE_I D	ISSU_DT	COMMIT_DT	CMPLTN_DT	CIRCUIT _DUR	PROD_T_CNT ID	PROD_EXCEP ID	PROD_EXCEP DESC	PROD_EXCEP CD	SO_CM TT_CD	SO_CMTT_CD_DESC
46	NO6077P7	GA316303		Completed April 25th									
47	COVD1932	GA316303-COR	GA	19-Sep-01	20-Sep-01	20-Sep-01	1	0	0		0	W	Company Offered Due Date
48	NO3MMJP4	GA316385		Completed April 24th									
49	COTWH328	GA316385-COR	GA	19-Sep-01	20-Sep-01	20-Sep-01	1	0	0		0	W	Company Offered Due Date
50	NO5BLGY9	GA316432		Completed April 27th									
51	COL4P777	GA316432-COR	GA	19-Sep-01	20-Sep-01	20-Sep-01	1	0	0		0	W	Company Offered Due Date
52	NO1681X5	GA349607		Completed May 11th									
53	COY1R349	GA349607-COR	GA	4-Sep-01	7-Sep-01	7-Sep-01	3	0	0		0		
54	CO6BY6V1	GA478172MAC		Completed August 21st									
55	COP2T818	GA478172MACCORR	GA	18-Sep-01	18-Sep-01	18-Sep-01	0	0	0		0	X	Customer Requested Earlier
56	NO01W8X4	GA501698		Completed August 29th									
57	COLJG411	GA501698	GA	18-Sep-01	18-Sep-01	19-Sep-01	0	0	0		0	X	Customer Requested Earlier
58	NOB68F72	GA492359		Completed August 24th									
59	COXB4610	GA492359	GA	5-Sep-01	5-Sep-01	5-Sep-01	0	0	0		0	X	Customer Requested Earlier
60	COBDGRD9	GA483130ROC	GA	31-Aug-01	1-Sep-01	1-Sep-01	1	0	0		0	W	Company Offered Due Date
61	COC10BF9	GA483130ROC	GA	4-Sep-01	4-Sep-01	4-Sep-01	0	0	0		0	W	Company Offered Due Date
62	NO9480T9	GA492402B	GA	28-Sep-01	28-Sep-01	28-Sep-01	0	4	0		0	W	Company Offered Due Date
63	COTKT018	GA492402B	GA	28-Sep-01	28-Sep-01	28-Sep-01	0	0	0		0	W	Company Offered Due Date
64	NP57V2R3	GA500492		Completed August 29th									
65	CPRV6009	GA500492-COR	GA	31-Aug-01	4-Sep-01	4-Sep-01	3	0	0		0	L	Customer Request Later Due Date
66	NP3TNL24	GA513868	GA	21-Sep-01	21-Sep-01	21-Sep-01	0	4	0		0	W	Company Offered Due Date
67	CPVWR203	GA513868	GA	27-Sep-01	27-Sep-01	27-Sep-01	0	0	0		0	X	Customer Requested Earlier
68	NO7HNY00	GA514123	GA	13-Sep-01	13-Sep-01	13-Sep-01	0	5	0		0	X	Customer Requested Earlier
69	COL3D773	GA514123CORRECT	GA	18-Sep-01	18-Sep-01	18-Sep-01	0	0	0		0	X	Customer Requested Earlier
70	NPFR3KM2	GA514715	GA	12-Sep-01	14-Sep-01	14-Sep-01	2	9	0		0	L	Customer Request Later Due Date
71	CPV3V930	GA514715	GA	27-Sep-01	27-Sep-01	27-Sep-01	0	0	0		0		
72	NOC4WWP8	GA524699	GA	13-Sep-01	18-Sep-01	18-Sep-01	4	4	0		0	L	Customer Request Later Due Date
73	CO9QPY59	GA524699	GA	19-Sep-01	20-Sep-01	20-Sep-01	1	0	0		0	W	Company Offered Due Date
74	NO1X59D2	GA524699B	GA	13-Sep-01	18-Sep-01	18-Sep-01	4	2	0		0	L	Customer Request Later Due Date
75	COF5HH51	GA524699B	GA	19-Sep-01	20-Sep-01	20-Sep-01	1	0	0		0	W	Company Offered Due Date
76	NO4KB685	GA525161	GA	13-Sep-01	18-Sep-01	18-Sep-01	4	3	0		0	L	Customer Request Later Due Date
77	CO309W88	GA525161	GA	19-Sep-01	20-Sep-01	20-Sep-01	1	0	0		0	W	Company Offered Due Date
78	NP9K9KM0	GA526270	GA	18-Sep-01	18-Sep-01	18-Sep-01	0	2	0		0	W	Company Offered Due Date
79	CP8D6TL7	GA526270	GA	20-Sep-01	20-Sep-01	20-Sep-01	0	0	0		0	W	Company Offered Due Date
80	NO3TWXX7	GA526845	GA	17-Sep-01	19-Sep-01	19-Sep-01	2	1	0		0	L	Customer Request Later Due Date
81	COFJYXN0	GA526845	GA	26-Sep-01	26-Sep-01	26-Sep-01	0	0	0		0	W	Company Offered Due Date
82	CPN7B356	GA529900	GA	14-Sep-01	15-Sep-01	19-Sep-01	4	4	0		0		
83	CP6V9C91	GA529900	GA	20-Sep-01	20-Sep-01	20-Sep-01	0	0	0		0	W	Company Offered Due Date
84	NOB44H58	GA531138	GA	17-Sep-01	19-Sep-01	19-Sep-01	2	2	0		0	L	Customer Request Later Due Date
85	COG08YY0	GA531138	GA	20-Sep-01	20-Sep-01	20-Sep-01	0	0	0		0	W	Company Offered Due Date
86	NO8P3FC0	GA532286	GA	18-Sep-01	20-Sep-01	20-Sep-01	2	1	0		0	L	Customer Request Later Due Date
87	CO9FHJF8	GA532286	GA	24-Sep-01	24-Sep-01	24-Sep-01	0	0	0		0	W	Company Offered Due Date
88	NO0KFQG4	GA548181	GA	25-Sep-01	26-Sep-01	26-Sep-01	1	2	0		0	W	Company Offered Due Date
89	COFTQFL6	GA548181	GA	27-Sep-01	27-Sep-01	27-Sep-01	0	0	0		0	W	Company Offered Due Date

	A	B	C	D	E	F	G	H	I	J	K	L	M
	CIRCUIT PROD_ PROD_ PROD_ SO_CM												
	SO_NBR	PON	STATE_I	ISSU_DT	COMMIT_	CMPLTN_	CMPLD	T_CNT_	EXCEP_	EXCEP_	EXCEP_	TT_CD	SO_CMTT_CD_DESC
2			D	DT	DT	DT	_DUR	ID	ID	DESC	CD		
90	CO268PH6	GA548181	GA	27-Sep-01	27-Sep-01	27-Sep-01	0	0	0		0	Y	Company Initiated Order
91													

# ATTACHMENT 7

## \*\*\*\*\* Corporation

CUSTOMER NAME	PO#	LSR TO SO ERRORS	USOC/FID left off	USOC/FID added on	Invalid Clarification	PIC/LPIC wrong/left off	CREX	Hunting
			13	4	3	5	19	41
*****	606466SC	htg-a FID missing on 3 lines						3
	606486SC	htg-a FID missing on 2 lines						2
	606467SC	htg-a FID missing on 4 lines						4
	606473SC	RCU TWC missing from 4 lines	4					
	606936TN	BCR missing from x7258	1					
	606927TN	BCR missing from x7258	1					
	6086658GA	htg-a FID missing from line x1546						1
	608697GA	htg-a FID missing from line x2542						1
	606927TN	wrong LPIC on all 4 lines; RCU TWC missing from x0108; htg missing from line x0250	1			4		1
	607225TN	htg-a FID needs to be removed from line x3874, this is not part of hunt group						1
	606955SC	hunting strap is missing; htg-a FID needs to be removed from line x5363; CREX4 missing on line x9114					1	2
	606963SC	line x1254 missing UEPBL, CREX4, RCU TWC, htg-a FID, UEPLX, htg USOC	3				1	2
	606941	there are 2 extra htg billing USOCs						2
	607209TN	CREX4 missing on line x2956					1	
	607218TN	Line x0720 missing UEPLX, CREX4; lines x0739 & x0758 missing ESF	3				1	
	606958SC	htg-a FID missing from all 4 lines						4
	606958SC - 2nd call	Corrected only 3 of the 4 lines. Had to call 2nd time for the 4th line						1
	606959SC	hunting strap is missing. Htg-a FID missing from all 3 lines						4
	608509GA	Invalid Clarification - WatSaver must be removed prior to conv. LCSC told Jeff the clarification was invalid			1			
	608509GA - 2nd call	After removing invalid clarification, lines x6160 & x9298 missing htg-a FID						2
	606938TN	Supped order day before due date - RCU TWC was not removed from all 4 lines as requested		4				
	609667GA	LPIC incorrect on line x1824; htg-a FID missing on line x1826; CREX4 missing on line x8653				1	1	1
	606482SC	Invalid Clarification - HNT lines that are shown on the HTG page as new already exsist on acct. We submitted as G (as specified).			1			
	613493GA	CREX4 missing on all 5 lines					5	



CUSTOMER NAME	PON	LSR TO SO ERRORS	USOC/FID left off	USOC/FID added on	Invalid Clarification	PIC/LPIC wrong/left off	CREX	Hunting
	613497GA	Supped order day before due date. Sup was not worked. Called Deborah to work the sup to add BCR to line x1059						
	613508GA	The order in CSOTS did not show htg-a strap. Called LCSC, per Deborah it is on the order. Must recheck when order is complete.						
	613503GA	Hunting strap missing; htg-a FID missing from 4 lines						5
	613501GA	The order in CSOTS did not show htg-a strap. Called LCSC, per Deborah it is on the order. Must recheck when order is complete.						
	613493GA	CREX4 missing from all 5 lines					5	
	614669GA	CREX4 missing from lines x5502 & x0937					2	
	613505GA	CREX4 missing from line x7568					1	
	613500GA	Supped the order on the day of conversion and called the LCSC to verify sup would be worked. Cheryl said the sup had dropped out to be worked. Called in the afternoon to verify supped worked - Bridgette reported the sup had an invalid clarification for a PSO.			1			
	613615SC	CREX4 left off line x8404					1	
	613432SC	htg-a FID left off all hunting lines						5
	67 LSRs total							
	34 occurrences of manual intervention on 32 of the accounts							
	47% error rate for a total of 85 errors including 3 invalid clarifications							
	1 supp not getting worked							
	2 occurrences of system inaccuracy							